

Interim Customer Satisfaction Survey (ICSS) FAQs

General Interim Customer Satisfaction Survey (ICSS)

Q: What is ICSS? How does it fit in to the DoD Personal Property shipment processes?

A: The Interim Customer Satisfaction Survey (ICSS) is a short survey that measures the customer's satisfaction of their move. The customer completes an ICSS after a shipment has been delivered. It is part of the Surface Deployment and Distribution Command's (SDDC) "Families First" program that will significantly change the way the DoD purchases personal property movement services. The program embraces "Best Value" based on a defined ratio of Transportation Service Provider (TSP) performance and cost, rather than the old method of strictly using the currently available lowest cost provider. Results from the ICSS are incorporated in to a TSP's Best Value Score (BVS).

For more information on Families First, please see the SDDC Families First section of the SDDC website (www.sddc.army.mil) at path: Personal Property > Programs > Families First.

Q: What shipments are included in ICSS?

A: All shipments are currently being surveyed in the DoD personal property program. However, ONLY Domestic Household Goods (dHHG), International Household Goods (iHHG), International Unaccompanied Baggage (iUB), One-Time-Only (OTO), and Special Solicitation shipment surveys will be used in the calculation of performance scores by market for use in Defense Personal Property System (DPS). NTS shipment scores will NOT be used in calculating TSP performance scores for the start of DPS.

Q: What is the Defense Personal Property System (DPS)?

A: DPS is the new Department of Defense Personal Property system that will replace the outdated Transportation Operational Personal Property Standard System (TOPS), which is currently being used.

Q: Is participation in ICSS optional?

A: ICSS is an integral part of Families First. Participation is required by all stakeholders – TSPs, Services, and PPSOs/PPPO.

Q: Is ICSS permanent? I've heard something about CSS?

A: ICSS is the interim survey that is used to collect the preliminary BVS data. SDDC began collecting ICSS information in June 2004. While the Families First program is not scheduled to start until October 2005, TSP performance data is required in advance to facilitate the program start. After the program start, SDDC will migrate to a Customer Satisfaction Survey (CSS).